

March 2, 2000, entitled Method and System for Delivery of Individualized Training to Call Center Agents.

**In the Drawings**

Please replace the original drawings with the six sheets of formal drawings attached hereto.

**In the Claims**

Please cancel Claims 1- 30

Please add the following new claims:

31. (New) A method for providing training to a contact agent in a constituent contact system comprising the steps of:

receiving an evaluation of the contact agent;  
associating the evaluation with a skill without manual intervention;  
associating the skill of the evaluation with a training material related to the skill;  
assigning a priority to the training material based on the contact agent's evaluation; and  
assigning the training material to the contact agent based on the priority.

32. (New) The method of Claim 31, further comprising the step of modifying the priority based on importance of the skill.

33. (New) The method of Claim 31, wherein the step of assigning the training material comprises placing the training material in a queue with one or more other training materials to be delivered to the contact agent.

34. (New) The method of Claim 31, further comprising the step of delivering the training material to the contact agent.

35. (New) The method of Claim 31, further comprising the steps of:  
receiving agent workload data; and

determining a time for delivering the training material to the contact agent based on the agent workload data.

36. (New) The method of Claim 31, further comprising the steps of:  
receiving call center load data; and  
determining a time for delivering the training material to the contact agent based on the call center load data.

37. (New) The method of Claim 34, further comprising the steps of:  
receiving call center load data; and  
terminating the delivery of the training material based on the call center load data.

38. (New) The method of Claim 31, wherein the training material comprises advice for improving the evaluated skill.

39. (New) The method of Claim 31, further comprising the step of selecting the assigned training material from a list of training materials.

40. (New) The method of Claim 31, further comprising the step of providing the evaluation to a manager.

41. (New) The method of Claim 31, further comprising the step of providing the evaluation, the skill, and an identifier for the assigned training material to a manager.

42. (New) A computer-readable medium having computer-executable instructions for performing the steps recited in Claim 31.

43. (New) A system for managing communications between an organization and its constituents, the system comprising:
- a communications network that supports communication between one of the constituents and a representative of the organization;
  - a monitoring component adapted to
    - produce an evaluation of the representative from a monitored communication between the representative and the constituent; and
    - associate the evaluation with a skill;
  - an assignment component adapted to
    - assign the associated skill to a training material;
    - assign a priority to the training material based on the evaluation; and
    - assign the training material to the representative.
44. (New) The system of Claim 43, wherein the assignment component is further adapted to modify the priority of the training material based on importance of the associated skill.
45. (New) The system of Claim 43, wherein the assignment component is further adapted to hold the training material in a queue based on the assigned priority.
46. (New) The system of Claim 43, further comprising a delivery component adapted to deliver the training material to the representative.
47. (New) The system of Claim 46, wherein the delivery component is further adapted to:
- receive agent workload data; and
  - determine a time for delivering the training material to the representative based on the agent workload data.
48. (New) The system of Claim 46, wherein the delivery component is further adapted to:

receive call center load data; and  
determine a time for delivering the training material to the representative based on the call center load data.

49. (New) The system of Claim 46, wherein the delivery component is further adapted to:

receive call center load data; and  
terminate the delivery of the training material based on the call center load data.

50. (New) The system of Claim 43, wherein the training material comprises advice for improving the evaluated skill.

51. (New) The system of Claim 46, wherein the delivery component is adapted to allow the representative to select the assigned training material from a list of training materials.

52. (New) The system of Claim 43, wherein the assignment component is further adapted to provide the evaluation to a manager.

53. (New) The system of Claim 43, wherein the assignment component is further adapted to provide the evaluation, the skill, and an identifier for the assigned training material to a manager.

#### **REMARKS**

Applicant has added new Claims 31-53. The independent claims are Claims 31 and 43.

#### **CONCLUSION**

Applicant respectfully submits that the above-styled continuation patent application, as amended, is in condition for examination and requests such action. If any issues